TABLE NO. [ ]

MULTIMEDIA UNIVERSITY

STUDENT ID NO.

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2022/2023
TERM ID 2210

TIS 3251– INFORMATION SYSTEMS PLANNING AND DEVELOPMENT

(All Sections / Groups)

11 FEBRUARY 2023
9.00 a.m. – 11.00 a.m.
(2 Hours)

Question	Marks
Total (50%)	

INSTRUCTION TO STUDENT

1. This Question paper consists of **NINE** pages with **SIX** questions only.
2. Answer any **FIVE** out of the **SIX** questions.
3. If you answer all questions, **ONLY** the FIRST five questions will be marked.
4. Each question carries **10 marks** and the maximum marks allotted are **50 marks.**
5. Please print all your answers **clearly** and **neatly** in the specified **ANSWER BOX** provided for each question.

Question No. 1

a. What is an information system? What are some of the ways information systems are changing our lives?

(4 marks)

b. What is the difference between e-commerce and m-commerce?

(3 marks)

Continued.....

c. Assume that you are the owner of a small grocery store. Describe the importance of capturing complete and accurate transactions of customer purchases.

(3 marks)

Question No. 2

a. Define Decision Support System (DSS). List three of its characteristics.

(4 marks)

Continued.....

b. Under what conditions are the development of an expert system likely to be worth the effort? Explain two of them.

(3 marks)

c. Which human tasks are difficult for robots to master? What fields of artificial intelligence (AI) are required to develop a truly perceptive robot?

(3 marks)

Continued.....

Question No. 3

a. What are the primary reasons for implementing an Enterprise Resource Planning (ERP) system? You can also explain using CaMSys as an example of an ERP.

(4 marks)

b. What is groupware? What are the features likely to be included in a groupware product?

(3 marks)

Continued.....

c. How does the Joint Application Development (JAD) technique support the Rapid Application Development (RAD) methodology?

(3 marks)

Question No. 4

a. What is a Request for Proposal (RFP)? How it is used?

(3 marks)

Continued.....

b. Assume that you are the owner of a company that is about to start marketing and selling bicycles over the Internet. Describe your top three objectives in developing a new Web site for this systems development project.

(3 marks)

c. Discuss two disadvantages of a Systems Development Life Cycle (SDLC) methodology are addressed by a prototyping approach.

(4 marks)

Continued.....

Question No. 5

a. Describe one role of the vendor for each of the three phases (definition, construction and implementation) of the purchasing life cycle.

(4 marks)

b. Discuss two major trade-offs in a make-or-buy decision.

(3 marks)

Continued.....

c. What is a virtual team, and why do IT managers need new approaches for managing such a team?

(3 marks)

Question No. 6

a. What benefits are associated with centralized governance of IT resources, and how do these differ from those associated with decentralized governance?

(3 marks)

Continued.....

b. Some people believe that "access to computers should be unlimited and total" and that "all information should be free." Do you agree with these statements? Why or why not?

(3 marks)

c. What are the differences between a copyright and a patent on a computer program?

(4 marks)

End of Page